

PRINCE GEORGE & DISTRICT ELIZABETH FRY SOCIETY
Special Services Worker
Job Description

Job Summary:

The Special Service Worker provides a variety of support such as conflict resolution, crisis intervention, counselling, supervision and transportation to children, adults or families who have been referred by MCFD where a child has been found to be at risk.

This position is required to work in a stressful environment often dealing with families working through difficult and high stress situations. This position requires the ability to work a flex schedule when needed and is 35 hours per week, typically Monday to Friday, 8:30-4:30 pm.

Hourly Wage:

As per the Collective Agreement
Grid Level 11 (Special Services Worker): \$ 27.54 – \$31.61

Reports to:

Intensive Family Support Program Team Lead

Key Duties and Responsibilities:

1. Assists in the identification of social, emotional and behavioural problems by reporting observations to the Family Support Program Team Lead.
2. Plans, organizes and implements short term, developmental and issue specific interventions and activities to meet clients' needs.
3. Provides support services directly to the child and/or family such as conflict resolution, short term crisis intervention, and parenting skill building. Plans, prepares and conducts anger and behaviour management counselling to clients on an one-on-one and/or group basis by performing duties such as providing feedback on clients' behaviour, teaching coping techniques and adaptive behaviour, and providing guidance and support.
4. Identifies and participates in social and recreational activities in the community that meet clients' needs. Provides life skill, social and interpersonal skill-building and models appropriate behaviour through these activities.
5. Provides input for the development of client service plans. Participates in discharge planning with the integrated case management team which may include

the Family Support Program staff and MCFD. Provides reports on activities and the child's involvement and growth to a Ministry Social Worker and the integrated case management team.

6. Accompanies and/or transports clients to and from appointments and activities.
7. Maintains reports, records and statistics such as intake, progress and discharge.
8. Performs other related duties as required.

QUALIFICATIONS:

Education, Training and Experience:

A diploma in human social services or related field or the equivalent education and experience is typically required for this position. At least 1 year previous work experience is required. Direct program delivery experience in the community social services sector with a demonstrated working knowledge of community based programs and related provincial and community support is preferred.

Job Skills and Abilities:

1. Good interpersonal communication, oral and written skills;
2. Good knowledge of victim's rights, community agencies and referral procedures;
3. Knowledge about violence in relationships substance abuse and misuse, emotional, physical, and mental abuse, the effects of trauma on the lives of women and their dependent children, and systemic pressures that marginalize women and their dependent children;
4. Good working knowledge and ability to maintain general upkeep of a home;
5. Knowledge about children who witness violence;
6. Computer knowledge;
7. Well developed organizational skills;
8. Ability to work independently and be a team player.